

Enterprise Incident Report October 2011

As of 11/1/2011

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Alcoholic Beverage Control	138	138
	129	129
Customer Company Total	138 129	138 129

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Inital Response	
	Low	MIR Total
Alcoholic Beverage Control	138	138
	2	2
Customer Company Total	138	138
	2	2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Alcoholic Beverage Control	138 0.03	138 0.03
Customer Company Total	138 0.03	138 0.03

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Alcoholic Beverage Control	138 0	138 0
Customer Company Total	138 0	138 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Alcoholic Beverage Control	138 0.14	138 0.14
Customer Company Total	138 0.14	138 0.14

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Detail

INC000000391949	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392090	Cindy L Holmes Metro D Desktop Support	Application Kevin Perry	Error Alcoholic Beverage Control	Escalate Retail (ERP) Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 5.86
INC000000392092	Cindy L Holmes Application Support	Application Wayne Andersen	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 2.10
INC000000392694	Tony L Gann Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392695	Bonnie Healey Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392990	Cindy L Holmes Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.43
INC000000393373	Liquor Store 04 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000393565	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393573	Liquor Store 27 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393574	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393575	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393817	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393882	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394045	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394053	Liquor Store 30 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394127	Liquor Store 22 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000394129	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394425	Liquor Store 29 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394653	Tony L Gann Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
INC000000395159	Liquor Store 19 Metro D Desktop Support	PC/Laptop Greg Clawson	Performance Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395170	Liquor Store 29 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395172	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395188	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395194	Liquor Store 23 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395404	Liquor Store 23 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395406	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395418	Liquor Store 40 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395431	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395573	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395574	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Surveillix Surveillance Systems Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395770	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395771	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395772	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000395773	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395791	Liquor Store 37 Metro D Desktop Support	Storage Greg Clawson	Stand Alone Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395792	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395797	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396270	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396287	Tammy Bolte Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396307	David Higley Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396759	Robert Hansen Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.64
INC000000396801	Liquor Store 06 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397126	Liquor Store 35 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397226	Liquor Store 45 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397325	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397354	Liquor Store 22 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397361	Liquor Store 38 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397608	Liquor Store 07 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397873	Liquor Store 22 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397890	Chris Christensen Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08

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INC000000397928	Anita Knowley Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397929	Liquor Store 22 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397930	Liquor Store 33 Metro D Desktop Support	Application Kevin Perry	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000397933	Liquor Store 35 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397975	Robert Southworth Metro D Desktop Support	None Kevin Perry	None Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000398082	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398087	Liquor Store 08 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398172	Liquor Store 22 Metro D Desktop Support	None Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398387	Liquor Store 28 Metro D Desktop Support	Telecom Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398389	Liquor Store 33 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398403	Liquor Store 29 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398461	Liquor Store 28 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398655	Liquor Store 19 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398656	Liquor Store 33 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398658	Liquor Store 23 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398704	Cindy L Holmes Application Support	Application Steve Durtschi	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.35
INC000000398894	Liquor Store 04 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000398895	Liquor Store 29 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398896	Liquor Store 32 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398897	Liquor Store 03 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398901	Liquor Store 43 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398969	Liquor Store 17 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398970	Liquor Store 27 Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398975	Bonnie Healey Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000399183	Rae C Jordison Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399185	Vera D Pitt Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399188	Liquor Store 41 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399193	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399238	Liquor Store 11 Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399466	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399469	Liquor Store 29 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399701	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399726	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399809	Liquor Store 12 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000399810	Liquor Store 03 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399995	Kerri Adams Metro D Desktop Support	PC/Laptop Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400212	Marjean Short Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.55
INC000000400270	Liquor Store 03 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401320	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401324	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000401330	Liquor Store 12 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000401559	Rae C Jordison Metro D Desktop Support	Network Greg Clawson	Password Alcoholic Beverage Control	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
INC000000401755	Liquor Store 14 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401765	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401827	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402023	Anita Knowley Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402325	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402363	Vera D Pitt Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402454	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402461	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402562	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000402564	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402565	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402568	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402571	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402574	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402844	Liquor Store 26 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402979	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403506	Liquor Store 26 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000403561	Liquor Store 21 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403562	Liquor Store 19 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403564	Liquor Store 24 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403565	Liquor Store 06 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403568	Liquor Store 10 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405086	Liquor Store 23 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405236	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405238	Liquor Store 38 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405471	Abe Kader Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000405541	Liquor Store 04 Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405547	Bonnie Healey Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406164	Liquor Store 38 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406174	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406177	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406220	Liquor Store 17 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406225	Liquor Store 10 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406573	Marjean Short Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 4.90
INC000000406611	Liquor Store 23 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406619	Liquor Store 30 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406621	Liquor Store 24 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406622	Liquor Store 19 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406623	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406745	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406746	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406786	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406787	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000406789	Liquor Store 40	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000407588	Liquor Store 03	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000407589	Liquor Store 19	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR:	0.00